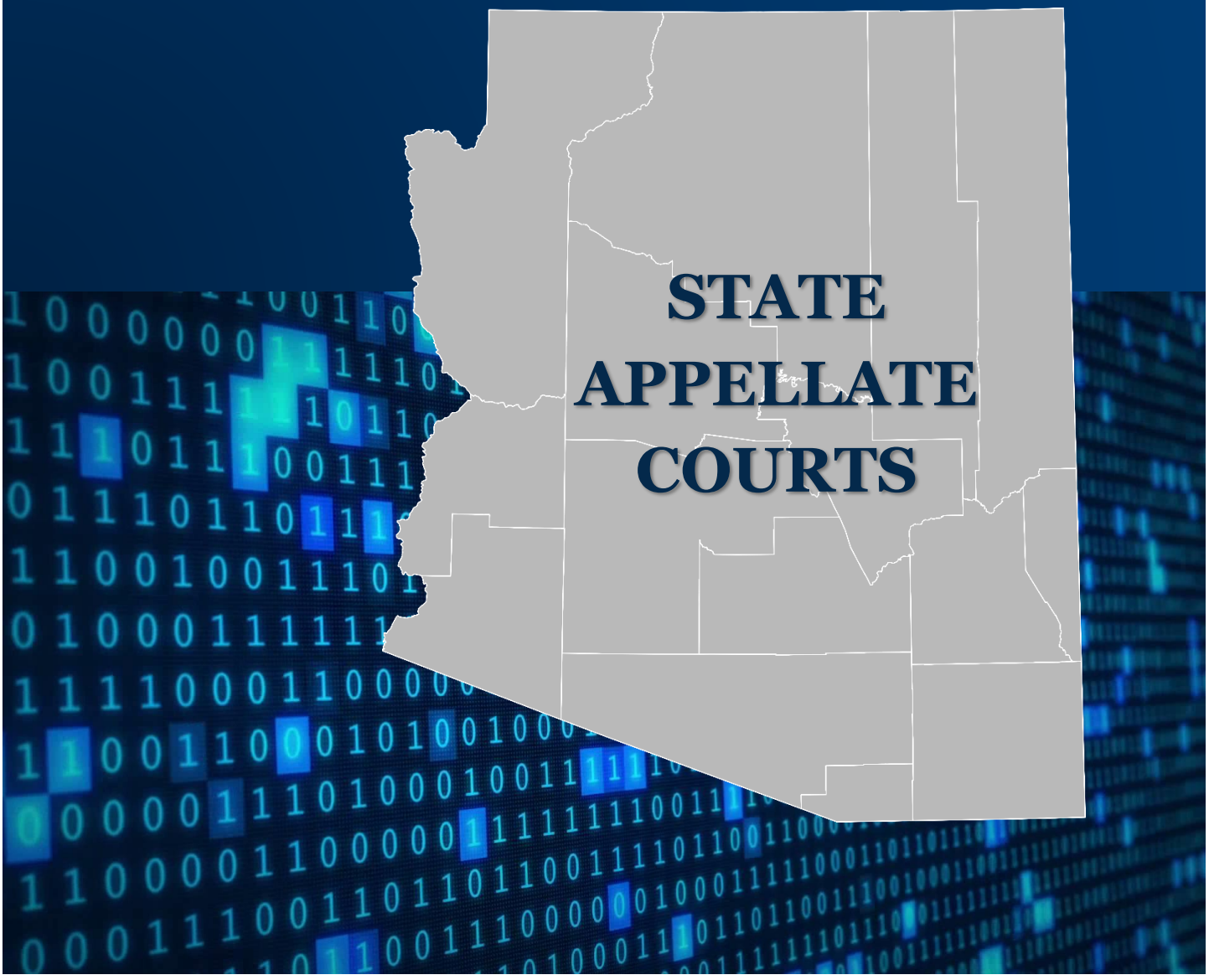
INFORMATION TECHNOLOGY

STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023



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IT STRATEGIC PLAN

◊ 2021-2023 ◊

STATE APPELLATE COURTS

INTRODUCTION

This information technology strategic plan for the Arizona Supreme Court and the Arizona Court of Appeals, including Divisions One and Two (the state appellate courts), which covers the period from January 2019 through June 2023, is an update to the FY19-FY21 plan submitted in March 2018 which was based on the results of meetings among the judicial, business, and technical leaders of the courts. The Supreme Court provides administrative guidance to the Court of Appeals and also works closely with the Administrative Office of the Courts (AOC) in the areas of court finance and legislative issues. Each court also works closely with the State of Arizona, which funds the courts.

The following comprise the courts covered by the plan:

Arizona Supreme Court
Court of Appeals, Division One
Court of Appeals, Division Two

Aspects of the automation for the appellate courts are centralized, although each division of the court of appeals maintains its own IT staff. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - The Technical Advisory Council
  - The COT e-Courts Subcommittee and Appellate e-Court Subteam.

A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants that contributed to formulating this iteration of the Information Technology Plan for the state appellate courts.

ARIZONA SUPREME COURT:

Janet Johnson	Clerk of Court
Lisa Banen	Chief Staff Attorney

ARIZONA COURT OF APPEALS, DIVISION ONE:

Peter Swann	Chief Judge
Kent Cattani	Vice Chief Judge
Amy Wood	Clerk of Court
Barbara Vidal Vaught	Chief Staff Attorney

ARIZONA COURT OF APPEALS, DIVISION TWO:

Peter Eckerstrom	Chief Judge
Itza French	Deputy Clerk
Beth Beckmann	Chief Staff Attorney
"Mac" McCallum	Staff Attorney
Jeff Handler	Clerk of Court

Participants in the technology planning effort included IT leaders from the state appellate courts:

SUPREME COURT, AOC ITD:
Diana Hegyi, Facilitator
Jeff Viemont
Gary Graham

COURT OF APPEALS, DIVISION TWO:
Nathan Marler

COURT OF APPEALS, DIVISION ONE:
Carlos Solano

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The state appellate courts have identified strategic business goals, initiatives, and pressures as follow:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
All	Receive digital input for all case-related filings from all types of filers for all types of filings • Attorneys • Self-represented litigants • Court reporters • Lower court records	Continue to expand electronic filing and electronic record efforts. • Expand court reporter transcripts transfer.
All	Enable public access to all documents not under seal, to the extent legally appropriate.	Construct public access to court documents facility Populate the central case repository (CCR) and central document repository (CDR) Create webservice to supply documents from Division Two EDMS
All	Allow litigants and judges to participate remotely in "live" appellate proceedings, including teleconferences/ videoconferences.	Enable judges'/ justices' remote participation in conferences, deliberation, emergency motion consideration

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
		Expand video capabilities in courtrooms to accommodate oral argument Provide a mobile solution for oral arguments on the road
All	Shorten overall case processing and decision timeline • Reach directly into trial court record • Revise time standards for transfer of index of record • Receive timely transcripts	Continue numbered index of record from trial court with hyperlinks to specific documents Enable hyperlinks in briefs and other filings directly to documents in the record of actions (including the trial court record)
All	Allow entry of limited video record of key testimony, where agreed by parties.	Specify acceptable formats for video record Ensure accurate indexing of video records coming from lower courts
All	Re-engineer paper-based practices and related automation. Re-examine division of responsibilities among all roles in appellate processing. Provide enhanced automation for judges/justices.	Design and construct electronic workflow based on use cases, not paper process, for main work products of appellate courts Implement workflows in AzACES (new CMS) Enhance Division Two CaseDocs case processing application
All	Streamline workflow for judges/justices: • Drafting/filing/distributing routine orders • "Fast track" entry of conference decisions • Obtain "real time" transcripts • Provide everything on one screen in one session • Leverage consumer	Create judge-centric automation to replace clerk-centric automation for judges/justices • Form iPad / consumer technologies user group Investigate Manatee Model for applicable judge requirements Implement Supreme Court SharePoint functionality with enhancements in AzACES (new CMS)

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	technologies Share best practices among practitioners	
All	Simplify electronic distribution of orders	Enable litigants to maintain e-mail contact information on court system Standardize electronic forms that produce orders Add contact devices to be notified Create "reverse 911" strategy to notify those affected by orders
Division One	Disaster Recovery Planning • Backups of all court data Working plan on how to recover should an emergency strike	Create an off-line back up of data to protect in the instance of ransomware
Division One, Supreme Court, Division Two	Ensure remote access to court resources by court staff	Find solutions to make VPN less arduous for users Expansion of network capabilities
Division One, Division Two	Update the court's electronic communications	Update courtroom video digital equipment
Division One	Receive digital input for all case-related filings from all types of filers for all types of filings	Receive unemployment board case records electronically Accept electronic exhibits from Maricopa eCourtroom project
Division One	Increase capabilities to convert paper into digital images	Procure scanners to support scanning, implement scanning of sealed documents
Division Two	Develop and implement HR incident tracking system	Complete development of internal policies and tracking system
Division Two	Continuity of Operations process refinement	Cross-train personnel to ensure no "single links" exist in key systems so as to allow for illness/incapacitation

B.3. STATE APPELLATE COURTS TECHNOLOGY INITIATIVES RESPONDING TO AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The previous four years have focused on providing a stronger infrastructure, ensuring data can be recovered and enhancing security. Streamlining tasks necessary for IT maintenance has also been a focus. In the Supreme Court, development in SharePoint has created a collaborative work environment for the justices. In Division One, the development of a customized SharePoint system to support the collaborative work of the judges has been a critical enhancement. In both courts, these enhancements have changed much of the way work has been conducted. In the immediate future, attention will turn to a holistic solution for the court and enhancing the use of technology already in place. Projects will be undertaken in these areas:

1. Replacing the Court Case Management System –The Supreme Court and Division One are engaged in a contract to replace the aging Appellamation case management system. The vision is to have a system that supports the work of everyone in the court. Functionality should exist for the Clerk's Office, Staff Attorney's Office, and Chambers to conduct work in an efficient way. The system should support flows between offices and people that promote the efficiency. In preparing for this replacement, many business processes are being revisited. Documents and reports are being re-evaluated as to format and function. Policies are being revisited with an eye towards the future.

2. Increasing the Amount of Digital Records – Though a very large part of the record is currently electronic, some exceptions still exist. In the coming years, work will address these exceptions. Receiving the record electronically from ADES will be one area. Additionally, moving to electronic sealed records, and receiving digital exhibits from electronic courtrooms in the trial courts will be accomplished.

3. Accommodating a Video Record – Widespread use of consumer video technology (more content is added to YouTube in two months than was created in the past 60 years of broadcast television) is hastening the creation of a video record at lower courts, parts of which may become relevant to an appeals case. Upon agreement by parties, judges are willing to view a portion of the video record rather than waiting to obtain the written transcript of the proceeding. Video standards as well as indexing capabilities must be sufficient to enable efficient use of the video record by judges. A more creative solution may involve automated creation of a transcript at the appellate court from the raw video or audio record via commercial legal transcription software.

4. Shortening Records Transfer Time – As more clerks store case-related information and documents electronically, the trial court record and the index of record on appeal are routinely transmitted electronically rather than physically. Rules allowing 40 days for the transfer have become outdated. In a short time, the notion of actually transferring electronic records from one system to another will also become outdated, though the need for an index with links of some sort will likely remain. Judges' frustrating "long pole in the tent" is currently receipt of the official court reporter transcript from the lower court proceeding. Work is needed to shorten the time necessary for the transfer or to address the function of that transcript in another way – possibly via video record or legal speech-to-text software.

5. Remote Access to Appellate Case Records – Today parties/attorneys of record have access to the record via eFiling and judges and justices have access via SharePoint. The ultimate vision is for the public to be allowed Internet access to case documents, in accordance with Supreme Court rules.

Division Two currently provides registered users remote access to their own case documents through ***ODSPlusWebDocs***. All appellate courts make case information (not case documents) available to the public via their respective websites. The public is provided real-time access to case information on Division Two's website, while Division One and the Supreme Court make public case information available on their websites following a nightly refresh. Their static, refreshed-nightly approach will change to dynamic, on-demand access to electronic documents

with the implementation of a remote public access solution backed by the OnBase Central Document Repository managed by the AOC.

6. **Electronic Archival** – Retention periods apply equally to case records in both paper and electronic form. The challenge of appropriately purging closed case records and archiving them in accordance with the State Library, Archives, and Public Records (SLAPR) statute and rules must be met, as this forms the final step in the life cycle of a case. Beginning with the end in mind, the state appellate courts will craft a strategy to reliably purge and archive data as well as documents in accordance with published retention periods and guidance from SLAPR.

7. **Other Items** – In addition to the above:

   a. The Supreme Court will be tackling the proliferation of consumer technology devices within the IT environment and related process re-engineering to accommodate digital workflow.

   b. Division One will be updating video systems in both courtrooms.

C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

The Arizona Judicial Branch has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS reporting, and Statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, replaced all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also included a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity placed the following models in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-6500 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel I219LM Gigabit Network Connection, Intel I219LM Gigabit Network Card, Intel Core i5 vPro
- Laptop: L3D24AV HP EliteBook 850 G3 Notebook PC: Intel - i5-6300U (2.4 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 520, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, Integrated camera, Integrated HD
- Printer: K0Q17A#BGJ HP LaserJet - HP Laser Jet M608n

Division One hardware includes a variety of PC's, it is an ongoing project to have desktops and laptops replaced with the following:

- Desktop: Lenovo ThinkCentre M920q with Slim DVD Rambo 9.0mm
  Intel i5-8500T Processor (2.10 GHz, 9MB); 8GB Ram, DDR4-2666MHz; 512GB SSD Hard Drive
- Laptop: HP ProBook 650 G5
  Intel Core i5-8265U Processor 1.6GHz; UHD Graphics 620; Integrated Camera; 8GB RAM, 256GB SSD Hard Drive; DVD Writer
- Printer: HP LaserJet P3015

Division Two hardware consists of the aforementioned HP EliteDesk/EliteBook standards, as well as

- Desktop: Dell Optiplex 5050 G2 Small Form Factor
  Intel Core i5-7600 (Quad Core 3.5GHz, 6MB Cache); Intel HD Graphics
  8GB RAM, DDR4-2400 (1x8GB) RAM, 256GB SSD Hard Drive

- Laptop: Dell Latitude 5290 2-in-1 touchscreen tablet/laptop
  Intel Core i5-8350U Processor (Quad Core 1.7GHz, 6MB Cache); 8GB RAM, LPDDR3-1866 (8GB) RAM, 256GB SSD Hard Drive
- Printer: HP LaserJet - HP Laser Jet Pro 400 M402dn

The hardware listed in Appendix A reflects equipment used to support the court management system and other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

SOFTWARE

Appendix A also identifies all the software used in the appellate courts. It includes the state-provided applications, such as Appellamation, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the appellate courts participate or will be actively pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complementary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment with both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notifi-cation Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

* Note: Not all projects apply to all courts in the state.

COURT IT ACCOMPLISHMENTS

This section lists the accomplishments of the state appellate courts in information technology projects from January 2019 to January 2020.

Arizona Supreme Court

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Enhance Core Systems with New Functionality	**Appellamation Releases**	Implemented new version of Appellamation with judicial dashboard	Completed
Mitigate Technology Risk	**CMS Replacement**	RFP creation and selection of CMS vendor to replace Appellamation.	Completed
Public Facing Services	**Communications**	Implemented "news" from the court using Constant Contact.	Completed
Deploy New Systems	**Microfilm**	Installed microfilm machine compliant with the current computer operating system.	Completed
Improve Productivity and Capability	**Collaboration**	Transformed office space into conference room with screen mirroring TV and laptops to support CMS project including	Completed

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
		conferencing with vendor, internal meetings, and testing.	
Enhance Core Systems with New Functionality	**eAgenda in SharePoint**	Provided access to eAgenda in SharePoint for the Justices	Completed
Enhance Core Systems with New Functionality	**Appellamation export to SharePoint**	Exported documents and data to SharePoint for the Justices	Completed
Deploy New Systems	**Power Builder BI**	Provided access to time standards data and other case-related data by chambers and by the entire court.	Completed
Public Facing Services	**Communications**	Implemented eNotification of Supreme Court news to provide awareness of new e-filing features, public viewing room enhancements, etc.	Completed
Public Facing Services	**Public Viewing Room**	Provided access to the public to pay fees via the public access computers and Internet	Completed
Public Facing Services	**Public Viewing Room**	Installed 2nd public access computer	Completed
Deploy New Systems	**Microfilm**	Installed microfilm reader/printer/scanner to enhance public access to microfilmed records and reduce the cost for the Clerk's Office in both, time and paper	Completed
Deploy New Systems	**Website**	Upgraded to DNN 8.0	Completed

Court of Appeals, Division One Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Mitigate Technology Risk	**Phone system**	Consolidated phone system with the Administrative Office of the Courts.	Completed
Improve Functionality	**Virtual Phones**	Provided telecommuters access to office phone on mobile device.	Completed
Improve Productivity and Capability	**Courtroom Cameras**	Upgraded courtroom cameras to higher resolution video.	Completed
Manage & Improve Security	**Sophos**	Implemented Sophos antivirus protection throughout the court.	Completed
Manage & Improve Security	**Advance Threat Protection**	Implemented Advance Threat Protection throughout the court.	Completed
Manage & Improve Security	**Two Factor Authentication**	Implemented two factor authentication for access to Office 365 from any device.	Completed
Enhance Core Systems with new Functionality	**Appellamation Releases**	Implemented new version of Appellamation with judicial dashboard and calendaring enhancements.	Completed
Deploy New Systems	**Local Devices**	Replaced most computers within the court.	Completed
Mitigate Technology Risk	**Back Up**	Put tertiary back-up server in place in Tucson.	Completed
Mitigate Technology Risk	**CMS Replacement**	Created RFP and selected CMS vendor to replace Appellamation.	Completed
Public Facing Services	**Communications**	Implemented "news" from the court using Constant Contact.	Completed

Court of Appeals, Division One Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Deploy New Systems	**Microfilm**	Installed microfilm machine compliant with the current computer operating system.	Completed
"Integrate" Systems to Improve Productivity and Capability	**AJACS Access**	Provided access to Mohave and Navajo AJACS for court staff. Although not "integration" per se, the value of the access is akin to what would be achieved through integration.	Completed
Increase Use of Existing Systems	**Calendar Use**	Increased use of Outlook calendar to display information to entire court about courtroom use.	Completed
Deploy New Systems	**Website**	Upgraded to DNN 8.0 and reorganized web menu.	Completed
Deploy New Systems	**Migrate**	Migrated Outlook on premise to Outlook 365.	Completed
Improve Productivity and Capability	**Collaboration**	Added projector and AV equipment to Conference Room 319.	Completed
Mitigate Technology Risk	**Network**	Upgraded courtroom video monitors to CAT 5.	Completed
Public Facing Services	**Public Viewing Room**	Provided access to the public to e-file and pay fees in computers in the document viewing room.	Completed
Improve Productivity and Capability	**Electronic Records**	Began receiving record on CDs rather than paper from the Industrial Commission.	Completed
Mitigate Technology Risk	**Network**	Updated switches on the network.	Completed

Court of Appeals, Division One Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Manage & Improve Security	**Security**	Replaced door locks with electronic locks.	Completed
Mitigate Technology Risk	**Network**	Increased network drops in chambers.	Completed
Improve Productivity and Capability	**Livestreaming**	Enabled the public to view oral argument remotely in real time.	Completed
Improve Productivity and Capability	**Mandate Report**	Moved to a centralized process for removing case information from SharePoint when no longer needed.	Completed
Manage and Improve Security	**Security Audit**	Hired an outside vendor to conduct a technical security audit. Several recommendations implemented.	Completed

Court of Appeals, Division Two Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Manage & Improve Security	**Phase-out of non-Windows OSes**	Phased out iOS and Android devices; replaced with Windows 10 tablets	Completed
Manage & Improve Security	**Extension of court-managed offsite equipment**	Repurposed replaced laptops to provide court-managed equipment for remote access	Completed
Mitigate Technology Risk	**Restrict Wi-Fi access**	Excluded all devices from Wi-Fi except specifically approved court devices	Completed
Manage & Improve Security	**Upgraded building physical security systems**	Implemented upgraded camera equipment and facilitated deployment of new panic buttons	Completed
Enhance Core Systems with New Functionality	**Automatic c2c processing**	Developed automatic c2c download and parsing system; upgraded to handle simultaneous transmissions	Completed
Enhance Core Systems with New Functionality	**Automatic Industrial Commission disc importing**	Developed system for automatically importing records from IC discs	Completed
Public Facing Services	**"Daily Decisions" subscription service**	Developed system for subscriber-managed sign-up for distribution of court memo decisions and opinions; presented at State Bar convention	Completed
Deploy New Systems	**Local devices**	Replaced all computers in the court.	Completed
Manage & Improve Security	**Two-factor Authentication**	Implemented Cisco Duo services for key decision-makers; piloting with all users once back at work	Completed

Mitigate Technology Risk	**Server room climate control**	Replaced 25-year-old unit with new more efficient model	Completed
Deploy New Systems	**Telephonic/video-conferencing**	Transitioned all telephonic conferences and oral arguments as needed to WebEx	Completed
Manage & Improve Security	**Client-side AES encryption**	Implemented client-side AES encryption of password fields with server-side decryption	Completed
Improve Productivity and Capability	**Videoconferencing improvement**	Moved videoconferencing workstations onto cellular network to enhance portability and overcome bandwidth constraints	Completed
Enhance Core Systems with New Functionality	**e-Blueback client-side portioned uploader**	Allows Pima and Pinal County to transmit extremely large records with portioned uploading and progress indicators	Completed
Manage & Improve Security	**Password Manager Deployment**	Implemented 1Password for key decision-makers; rollout to all users will commence when they are back at work	Completed
Public Facing Services	**Court Pro Se litigant and Frequently Asked Questions Information**	Implemented updated language and new format for FAQ page and provided additional information to assist pro se litigants	Completed

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for the state appellate courts during fiscal years 2020 through 2022. Projects listed include both those in support of statewide efforts as well as strategic technology projects that support the court's strategic initiatives independent of the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
Court Workflow	Enhance automation for judges by coordinating and streamlining the management of work through the various offices and staff of the court	CMS Upgrade/ Enhancement	Early adopter	FY21	Underway	
Document Annotation	Enable judges, staff attorneys, and other staff to make notes about document content in a way that shows up later	CMS Upgrade/ Enhancement	Early adopter	FY21	Conceptual	Individual annotations need to show only for the specific individual
Increase Public Access to Documents	Provide automated as well as manual redaction capabilities for documents	Access to Electronic Documents	Mid-cycle implementation	FY22	Conceptual	Time and cost! High risk if redaction not 100 percent accurate
Reconstruct C2C for Central Document Repository	Speed transfers by reaching into CDR	Access to Electronic Documents	Mid-cycle implementation	FY21	Conceptual	
Enhance Appellamation	Continue to provide enhancements to Appellamation CMS to meet needs of the court	CMS Upgrade/ Enhancement	One of the last	FY21	Pending	
Implement eUniversa e-Filing	Process e-Filings with AZAccess	Electronic Filing	One of the last	FY21	Planned	Simultaneous effort with CMS replacement
Implement eAccess	Allow eAccess to case documents for attorneys, litigants and the public	Access to Electronic Documents	Mid-cycle implementation	FY22	Planned	

Statewide Project Participation						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
Electronic Sealed Documents	Receive sealed documents electronically via the new eFiling and CMS systems	Electronic Filing	Early adopter	FY21	Planned	
Video Record of Key Testimony	Allow entry of limited video record of key testimony, where agreed by parties.	Access to Electronic Documents	Early adopter	no date	Conceptual	
Remote Appellate Proceedings	Allow litigants and judges to participate remotely in "live" appellate proceedings, including teleconferences/ videoconferences.	Judge/Bench Automation	Early adopter	FY20	Underway	

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
Image Backup/Disaster Recovery Capability	Utilize network and data storage assets to create real-time backups of images/database at remote location	FY20	Planned	Locating remote equipment room;
Full-Text Document Searching	Speed judges' and staff's location of words, phrases, etc. in electronic documents	FY20	Underway	
Implement AzACES CMS	Implement new automated solution from JTI to replace	FY21	Underway	Reliant on vendor JTI for solution

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
	Appellamation			
Supply documents directly from Div 2 EDMS	Enable webservices calls to Div. II EDMS with return of requested document(s)	FY22	Conceptual	
ADES Electronic Record	Receive ADES OnBase records through modified C2C interface	FY21	Underway	
Electronic Exhibits	Receive trial court exhibits electronically from Maricopa Superior electronic courtrooms	FY20	Planned	
Redesign ODSPlus Doc Generation	Transition from RTF to HTML for broader cross-platform compatibility	FY20	Underway	
Create Searchable Documents	Convert to PDF/OCR copies of record items transmitted from courts that lack searchable text	FY20	Underway	
Office 365 Migration	Transition from on-prem Exchange to Office 365 for e-mail/ collaborative services and Office licensing	FY22	Planned	
Remote Access	Ensure remote access to court resources by court staff	FY20	Underway	
Update Electronic Communications	Update the court's electronic communications	FY20	Planned	
New HR System	Complete development of internal policies with incident and tracking system	FY21	Underway	
COOP	Cross-train personnel to ensure no "single links" exist in key systems; allow for illness/ incapacitation	FY21	Planned	

Other Local Independent Projects				
Strategic Project Name / Phase	**Brief Project Description**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
Copiers and Scanners	Replace aging scanner and copiers with Konica copiers and scanner	FY20	Underway	
Backup Servers Replacement	Replace aging remote backup servers over multi-year period	FY23	Planned	
Desktop and Laptops Replacement	Replace aging desktops and laptops	FY20	Underway	
Windows O/S Update	Test and update OS on desktops and laptops	FY20	Planned	

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

N/A

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court.

LOCAL TECHNOLOGY RESOURCES				
Court	**State Device Cost**	**Other Technical Cost**	Number of:	
			Court FTE Technical Staff	City or County FTE Technical Support Staff
Supreme Court			1.0	N/A
Division One			3.5	N/A
Division Two			1.75	N/A

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the state appellate courts, including mainframes, servers, desktops, and other peripherals.

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Division Two	43	Windows 10	21	Windows 10	11
Division One	120	Windows 10	34	Windows 10	37
Supreme Court	59	Windows 10	28	Windows 10	22

2. HARDWARE FOR SPECIAL FUNCTIONS

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Other PCs
Supreme Court	2		Included in above count	2 scanners 1 fax	4 iPads 8 iPhones
Division Two	1	1	Included in above count	2 fax 6 scan/copy	6 Dell Latitude 5290 tablets 10 Asus Transformer tablets 1 Surface Book Pro 2 tablet (included in laptop count)
Division One	3	Incl above	Included in above count	1	16 iPads 15 Surface Tablets

3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Division Two	Dell PowerEdge R440	Windows Server 2012 R2		Division Two	EDMS, Web
Division Two	Dell PowerEdge R520	Windows Server 2012 R2		Division Two	Exchange 2010/Exchange 2016
Division Two	Dell PowerEdge R430	Windows Server 2012 R2		Division Two	Exchange 2010 OWA
Division Two	Dell PowerEdge R530	2 - Windows Server 2012 R2	SQL 2014	Division Two	EDMS; Virtual Server File and Print; Virtual Domain Controller
Division Two	Dell PowerEdge R520	Windows 2012 R2		Division Two	Backup Exec

LOCAL SERVER INFORMATION					
Court/Dept.	**# Brand / Model**	**Operating System**	**Databases**	**Managed By**	**Use / Applications**
Division One	Dell PowerEdge VRTX	Win2012 R2	SQL2014	Division One	Hyper-V – SCOM – SCDPM – Office 365 - Altiris
Supreme Court	See AOC inventory	See AOC inventory		AOC	

4. NETWORK ENVIRONMENT

The state courts' network is the Arizona Judicial Information Network (AJIN), maintained by the AOC.

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the state appellate courts. It includes the state-provided applications (such as Appellamation) and any word processing, spreadsheet, report writing and other database or other tracking applications.

LOCAL APPLICATIONS						
Application Name	**Description of Application**	**Courts Using**	**Developed / Supported By**	**Vendor Package, Bolt-On, or Standalone**	**Implementation Date**	**Replacement Date / Strategy**
Appellamation	State standard appellate case and cash management system.	AZ Supreme Court and Appeals Division One	AOC			
Appellamation: Receipting	A module of Appellamation to process payments.	AZ Supreme Court; Division One	AOC			
Appellamation: Calendaring	A module of Appellamation integrated to docket and case management that tracks all events and provides daily calendars.	AZ Supreme Court; Division One	AOC			

LOCAL APPLICATIONS						
Application Name	**Description of Application**	**Courts Using**	**Developed / Supported By**	**Vendor Package, Bolt-On, or Standalone**	**Implementation Date**	**Replacement Date / Strategy**
Appellamation: Document Management	A module of Appellamation that integrates with the internal document mgt. system.	AZ Supreme Court; Division One	AOC			
Appellamation: Document Production	A module of Appellamation that feeds the internal document management system.	AZ Supreme Court; Division One	AOC			
ODSPlus	Case Mgt System	Division Two	Division Two			
CaseDocs	Chambers Case Mgt System	Division Two	Division Two			
ODSPlus WebDocs	Web access (including remote) to court documents.	Division Two	Division Two			
Microsoft Word 2016, 2019	A word processing system.	AZ Supreme Court; Division One; Division Two	Microsoft/local & AOC staff			
Windows 7	A PC operating system	Division One	Microsoft/Division One			
Windows 10	A PC operating system	AZ Supreme Court; Division One	Microsoft/local & AOC staff			
Outlook 365/2016	E-mail client	AZ Supreme Court; Division One	Microsoft			
Exchange Server	E-mail server	Division Two	Microsoft/ Division Two			
Outlook Web Access	Web email	AZ Supreme Court; Division One; Division Two	Microsoft/AOC/ Division Two			
DBMS	Database mgt tools	AZ Supreme Court	SQL Server			

LOCAL APPLICATIONS						
Application Name	**Description of Application**	**Courts Using**	**Developed / Supported By**	**Vendor Package, Bolt-On, or Standalone**	**Implementation Date**	**Replacement Date / Strategy**
DBMS	Database	AZ Supreme Court; Division One	IBM Informix			
DBMS	Database Mgt.	Division Two	Division Two/Microsoft			
Adobe Acrobat Reader	A free product from Adobe Acrobat for reading documents in pdf format	AZ Supreme Court; Division One; Division Two	Adobe/AOC			
Acrobat PDF Writer	PDF creation/ conversion	AZ Supreme Court; Division One; Division Two	Adobe			
GhostScript	PDF creation/ conversion	AZ Supreme Court; Division. One	Distributed with GNU general public license			
Excel	A spreadsheet product from Microsoft.	AZ Supreme Court; Division One; Division Two	Microsoft			
Visio	Diagramming/ flowcharting software	AZ Supreme Court; Division One; Division Two	Microsoft			
MS Office 2016, 2019	Office production tools (Word, Excel, PowerPoint)	AZ Supreme Court; Division One; Division Two	Microsoft			
Sophos Central (Endpoint Protection and Intercept X)	Virus detection and ransomware protection for all court computers	AZ Supreme Court; Division One; Division Two	Sophos			
Digital Audio: **Product Name: Audacity**	Record OAs to MP3	Division One	Sony			
Document Scanning	Imaging system	Division Two	Ricoh			

LOCAL APPLICATIONS						
Application Name	**Description of Application**	**Courts Using**	**Developed / Supported By**	**Vendor Package, Bolt-On, or Standalone**	**Implementation Date**	**Replacement Date / Strategy**
Product Name: **Ricoh Aficio MFP**						
Document Scanning **Product Name:** **OnBase Production Document Imaging**	Imaging system	AZ Supreme Court/Division One	Hyland/OSAM Local			
Electronic Document Management System **Product Name:** **SIRE**	Storage and retrieval of electronic documents	Division Two	Alpha Corp.			
Electronic Document Management System **Product Name:** **OnBase EDMS**	Storage and retrieval of electronic documents	AZ Supreme Court and Division One	Hyland/OSAM/ Local			
Integration: **Electronic Records on Appeal** **Product Name:** **e-Blueback**		Division Two, Pima and Pinal SC	Division Two			
Integration: **Electronic Records on Appeal**	Support e-filing of the record on appeal and amendments to the record.	Division One	AOC			

LOCAL APPLICATIONS						
Application Name	**Description of Application**	**Courts Using**	**Developed / Supported By**	**Vendor Package, Bolt-On, or Standalone**	**Implementation Date**	**Replacement Date / Strategy**
Product Name: **e-Appeal**						
Electronic Filing: **Product Name:** **e-filer**		Division Two	Division Two			
Electronic Filing: **Product Name:** **Court Rules Forum**	Permits e-filing of rule change petitions and comments	AZ Supreme Court	AOC			
e-Distribute	Electronic distribution of court documents to litigants	Division Two	Division Two			
e-PR	Electronic Petition for Review	Division Two/ASC	Division Two			
Message Transport/Middleware **Product Name:** **MQ Series**	Supports e-Appeal	AZ Supreme Court/Division. One/Division Two	IBM/AOC			
Court Website	Provides information about courts, public access, rules, etc.	AZ Supreme Court	AZ Supreme Court			
Court Website	Provides public access to court information, and opinions; provides public notification of opinions	Division Two	Division Two			
Court Website	Provides general information for	Division One	Division One			

LOCAL APPLICATIONS						
Application Name	**Description of Application**	**Courts Using**	**Developed / Supported By**	**Vendor Package, Bolt-On, or Standalone**	**Implementation Date**	**Replacement Date / Strategy**
	court, including access to opinions and memorandum decisions					
ColdFusion	Web Application Development	Division Two	Macromedia/ Division Two			
DreamWeaver	Web application creation/editing tool	Division Two	Macromedia			
XML Spy	XML development tool	AZ Supreme Court	Altova			
.NET Framework SDK	.NET environment development	AZ Supreme Court, Division One	Microsoft			
PowerBuilder	Development environment	AZ Supreme Court	Sybase			
Visible Developer	Development environment	AZ Supreme Court	Visible Systems Corp			
Visual Studio	Development environment	AZ Supreme Court	Microsoft			
PVCS	Source Code Management	AZ Supreme Court	Altova			
Source Safe	Source Code Management	AZ Supreme Court	Microsoft			
Daily Decisions	Notification system for the public allowing self-sign up	Division Two	Division Two			
Constant Contact	Notification system for the public allowing self-sign up	Division One	Vendor			
nCourt	Payment processing vendor	Division One	Vendor			

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the life cycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Arizona Supreme Court

Architecture Layers	**Retirement** (targeted for de-investment)	**Containment** (limited to maintenance & current commitments)	**Current Court Technology or Product** (fill in)	**Remediation Plan/ Timeline**
APPLICATIONS & TOOLS				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer >6		
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	OnBase 17 SP1	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	OnBase PDI	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 10	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 10	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
		Workflow Foundation		
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther		
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer		
OFFICE PRODUCTIVITY TOOLS				
Word Processing	Word ≤2010	Word 2013	Word 365/2019	
Spreadsheet	Excel <2010	Excel 2013	Excel 365/2019	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 365/2019	
Local Standalone Database	MS-Access ≤2010	MS-Access 2013		
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook 365/2019	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business	
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint 365/2019	
Distance Learning		Centra, GoToMeeting		
DATA ARCHITECTURE				
DBMS	SQL Server ≤2012	SQL Server 2012	Informix SQL 2008	
Data Warehouse DBMS	SQL Server ≤2012	Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown		
e-Mail Encryption		S/MIME		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
NETWORKS AND PLATFORMS				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	
Server & Network Operating Systems	OS/400, Windows <2008	Windows Server 2008 R2 and 2012	Windows 2008	
Mobile Operating Systems	Blackberry O/S		iOS	
SHARED SERVICES				
Component Service Layer		Services previous version, DCOM, ASP (classic), Remoting		
Remote Access Through Internet by Employees or Contractors	ipsec/AnyConnect			
Remote Access Through Internet by Vendors or Trusted Partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 9.0	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk		
File Transfer, Trans-actional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	MQ 9.0	
File Transfer, Production Non-Transactional and Ad	MQ ≤7.1, FTP	MQ V7.5/8.0	MQ 9.0	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Hoc (Not Mission Critical and Not Sensitive)				

Court of Appeals, Division One

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
APPLICATIONS & TOOLS				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer >6	Google Chrome	
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	OnBase 17 SP1,	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	OnBase PDI	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 10	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal 10	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation		
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer		
OFFICE PRODUCTIVITY TOOLS				
Word Processing	Word ≤2010	Word 2013	Word 2019	
Spreadsheet	Excel <2010	Excel 2013	Excel 2019	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2019	
Local Standalone Database	MS-Access ≤2010	MS-Access 2013		
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook 2019	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013		
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint Online	
Distance Learning		Centra, GoToMeeting		
DATA ARCHITECTURE				
DBMS	SQL Server ≤2012	SQL Server 2012	Informix, SQL 2014	
Data Warehouse DBMS	SQL Server ≤2012	Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown		
e-Mail Encryption		S/MIME		
NETWORKS AND PLATFORMS				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 7, Windows 10	Replace final Win 7 PC by end of FY

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Server & Network Operating Systems	OS/400, Windows <2008	Windows Server 2008 R2 and 2012	Windows Server 2012, 2016	
Mobile Operating Systems	Blackberry O/S		iOS, Android, Windows	
SHARED SERVICES				
Component Service Layer		Services previous version, DCOM, ASP (classic), Remoting		
Remote Access Through Internet by Employees or Contractors	ipsec/AnyConnect		AnyConnect	
Remote Access Through Internet by Vendors or Trusted Partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0		
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk		
File Transfer, Trans-actional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
APPLICATIONS & TOOLS				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer >6	Internet Explorer 11; Firefox, Chrome, Edge	
User Interface Delivery Method for Business Applications	Character based	Silverlight	HTML/CFML	
Electronic Document Management	Hyland OnBase ≤14	Hyland OnBase 15	SIRE (upgraded to SQL 2014; desktop application eliminated)	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Ricoh Aficio MFP	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	MS-SSRS 2014	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	MS-SSRS 2014	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	CFML (ColdFusion Markup Language)	
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Adobe ColdFusion 2016	
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer		
OFFICE PRODUCTIVITY TOOLS				
Word Processing	Word ≤2010	Word 2013	Word 2016	
Spreadsheet	Excel <2010	Excel 2013	Excel 2016	
Presentation	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2016	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Local Standalone Database	MS-Access ≤2010	MS-Access 2013		
E-mail Client	Outlook ≤2010, GroupWise (unsupported)	Outlook 2013, GroupWise (supported versions)	Outlook 2016	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013		
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra, GoToMeeting	Cisco WebEx	
DATA ARCHITECTURE				
DBMS	SQL Server ≤2012	SQL Server 2012	SQL Server 2014	
Data Warehouse DBMS	SQL Server ≤2012	Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML homegrown	Fixed format/XML	
e-Mail Encryption		S/MIME		
NETWORKS AND PLATFORMS				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	
Server & Network Operating Systems	OS/400, Windows <2008	Windows Server 2008 R2 and 2012	Windows Server 2012 R2	
Mobile Operating Systems	Blackberry O/S		iOS, Android	
SHARED SERVICES				
Component Service Layer		Services previous version, DCOM, ASP (classic), Remoting		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Remote Access Through Internet by Employees or Contractors	ipsec/AnyConnect		Cisco AnyConnect (employees only)	
Remote Access Through Internet by Vendors or Trusted Partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	LogMeIn Rescue (only on-demand; no permanently installed solutions)	
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ V7.5	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk		
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk		
File Transfer, Trans-actional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	MQ V7.5	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	MQ V7.5	